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1 **Voice technologies for telephony services**
Contolini, M.; Stolmenov, K.; Junqua, J.C.;
Consumer Communications and Networking Conference, 2004. CCNC 2004. First IEEE , 5-8 Jan. 2004
Pages:662 - 664

[Abstract]   [PDF Full-Text (1368 KB)]   **IEEE CNF**

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2 **SANet: a service-agent network for call-center scheduling**
Qiang Yang; Yong Wang; Zhong Zhang;
Systems, Man and Cybernetics, Part A, IEEE Transactions on , Volume: 33 , Issue: 3 , May 2003
Pages:396 - 406

[Abstract]   [PDF Full-Text (812 KB)]   **IEEE JNL**

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3 **A queueing model for call blending in call centers**
Bhulai, S.; Koole, G.;
Automatic Control, IEEE Transactions on , Volume: 48 , Issue: 8 , Aug. 2003
Pages:1434 - 1438

[Abstract]   [PDF Full-Text (308 KB)]   **IEEE JNL**

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4 **Routing heuristics for multi-skill call centers**
Koole, G.; Pot, A.; Talim, J.;
Simulation Conference, 2003. Proceedings of the 2003 Winter , Volume: 2 , 7-10 Dec. 2003
Pages:1813 - 1816

[Abstract]   [PDF Full-Text (336 KB)]   **IEEE CNF**

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5 **Modelling and simulation of a telephone call center**
Pichitlamken, J.; Deslauriers, A.; L'Eeuyer, P.; Avramidis, A.N.;
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Pages:1805 - 1812

L Number	Hits	Search Text	DB	Time stamp
-	44953	kavulak.in. OR brown.in.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/05/20 08:47
-	6007	(call$3 ADJ1 center$1) OR call$1center$1	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/05/20 08:47
-	86	(kavulak.in. OR brown.in.) AND ((call$3 ADJ1 center$1) OR call$1center$1)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/05/20 08:48
-	✔ 4	(kavulak.in. OR brown.in.) AND ((call$3 ADJ1 center$1) OR call$1center$1) AND ATM	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/05/20 08:49
-	0	kavulak.in. AND ((call$3 ADJ1 center$1) OR call$1center$1)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/05/20 08:50
-	✔ 16	(("4792968") or ("5426634") or ("5586175") or ("5594727") or ("5664010") or ("5841854") or ("6011844") or ("6014437") or ("6058180") or ("6081591") or ("6091810") or ("6111873") or ("6115380") or ("6115693") or ("6118763") or ("6118866")).PN.	USPAT	2004/05/20 08:53
-	✔ 2	("5210789" | "5682386").PN.	USPAT	2004/05/20 08:55
-	1	6111873.URPN.	USPAT	2004/05/20 09:05
-	572	(dial$2 ADJ1 number$1 ADJ1 information ADJ1 service$1) OR DNIS	USPAT	2004/05/20 09:06
-	41770	ATM OR (asynchronous ADJ1 transfer ADJ1 mode$1) OR (frame ADJ1 relay$1)	USPAT	2004/05/20 09:07
-	92	((dial$2 ADJ1 number$1 ADJ1 information ADJ1 service$1) OR DNIS) AND (ATM OR (asynchronous ADJ1 transfer ADJ1 mode$1) OR (frame ADJ1 relay$1))	USPAT	2004/05/20 10:16
-	37	("4696028" | "4747124" | "4783796" | "4809321" | "4922519" | "4953204" | "4975941" | "5020095" | "5027384" | "5029196" | "5109405" | "5166974" | "5303298" | "5309504" | "5325422" | "5347574" | "5384841" | "5444774" | "5452350" | "5479487" | "5509064" | "5528678" | "5530744" | "5546452" | "5555299" | "5568544" | "5633924" | "5729600" | "5740238" | "5740240" | "5754639" | "5787160" | "5787163" | "5825869" | "5923745" | "5946387" | "6330323").PN.	USPAT	2004/05/20 09:21
-	32	("4696028" | "4747124" | "4783796" | "4809321" | "4922519" | "4975941" | "5020095" | "5027384" | "5029196" | "5109405" | "5166974" | "5303298" | "5309504" | "5325422" | "5347574" | "5384841" | "5444774" | "5452350" | "5479487" | "5509064" | "5528678" | "5530744" | "5546452" | "5555299" | "5568544" | "5633924" | "5729600" | "5740238" | "5740240" | "5754639" | "5787160" | "5787163").PN.	USPAT	2004/05/20 10:11
-	13	5923745.URPN.	USPAT	2004/05/20 10:12
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-	1	6185290.pn.	USPAT	2004/05/20 11:49

-	15	("5406557" | "5450123" | "5519772" | "5537436" | "5563937" | "5742675" | "5822306" | "5867494" | "5867495" | "5878130" | "5884032" | "5991292" | "6026087" | "6046762" | "6069890").PN.	USPAT	2004/05/20 10:31
-	20	("5241625" | "5367522" | "5384771" | "5406557" | "5450123" | "5473680" | "5500859" | "5519772" | "5526353" | "5533115" | "5537436" | "5541919" | "5546324" | "5546452" | "5555244" | "5563937" | "5721770" | "5742675" | "5822306").PN.	USPAT	2004/05/20 10:32
-	45	6046762.URPN.	USPAT	2004/05/20 10:35
-	12	("5309504" | "5345501" | "5790174" | "5802526" | "5884032" | "6049602" | "6097804" | "6122364" | "6134235" | "6137870" | "6195357" | "6215783").PN.	USPAT	2004/05/20 11:34
-	2	6512818.URPN.	USPAT	2004/05/20 11:35
-	8	6327363.URPN.	USPAT	2004/05/20 11:43
-	2	("5987118" | "6160874").PN.	USPAT	2004/05/20 11:45
-	429	379/265.01,265.02.ccls.	USPAT	2004/05/20 11:50
-	36	(ATM OR (asynchronous ADJ1 transfer ADJ1 mode$1) OR (frame ADJ1 relay$1)) AND 379/265.01,265.02.ccls.	USPAT	2004/05/20 12:05
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-	55	5291550.URPN.	USPAT	2004/05/20 11:56
-	2199	(voice ADJ1 response$1 ADJ1 unit$1) OR VRU OR (interactive ADJ1 voice ADJ1 response) IVR	USPAT	2004/05/20 12:06
-	370	((voice ADJ1 response$1 ADJ1 unit$1) OR VRU OR (interactive ADJ1 voice ADJ1 response) IVR) AND (ATM OR (asynchronous ADJ1 transfer ADJ1 mode$1) OR (frame ADJ1 relay$1))	USPAT	2004/05/20 12:06
-	61	((voice ADJ1 response$1 ADJ1 unit$1) OR VRU OR (interactive ADJ1 voice ADJ1 response) IVR) SAME (ATM OR (asynchronous ADJ1 transfer ADJ1 mode$1) OR (frame ADJ1 relay$1))	USPAT	2004/05/20 12:06